



EOHHS Virtual Gateway Provider Newsletter

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[EOHHS Provider Home Page](#)

Contact Us

Virtual Gateway Help Desk

800-421-0938

(TTY: 617-988-3301)

Virtual Gateway Recognized for Innovation

The Massachusetts EOHHS Virtual Gateway was selected as a *Computerworld 2005 Honors Laureate* from an international field of candidates. This award recognizes projects using innovative technology to better society.



THE COMPUTERWORLD
HONORS PROGRAM

Founded in 1988, the *Computerworld Honors Program* searches for and recognizes individuals who have demonstrated vision and leadership as they strive to use information technology in innovative ways across 10 categories: Business and Related Services; Education and Academia; Environment, Energy and Agriculture; Finance, Insurance and Real Estate; Government and Non-Profit

Organizations; Manufacturing; Media, Arts and Entertainment; Medicine; Science; and Transportation.

To all of our users: Thanks for working with us to enable the Virtual Gateway to deliver on the Commonwealth's commitment to providing improved access to Human Services through modern technology.

New Virtual Gateway Services

Two additional services are now available through the Virtual Gateway.

IRIS, or the Interpreter Referral Information System, manages requests for American Sign Language interpreters and Computer Assisted Realtime Translation (CART) Services.

Provider Data Management (PDM) gives Purchase of Service providers a single place to view, upload and edit information commonly requested by Health and Human Services agencies. This provides EOHHS agencies with a single place to view provider information.

Common Intake Enhancements

We're listening to your comments on usability of the Virtual Gateway. As a result of user feedback, several changes were made to the Common Intake service.

- *Absent Parent* information is now required unless the absent parent is deceased, or the child is adopted by a single parent.
- *Employment Status* is required for all individuals in the household who are 19 or over. Additionally, conflicting information is now prevented from being entered. If you answer 'No' to the Unemployment question (indicating the household member is employed) then you must complete



Salary/Wage information.

- On the *Submit Application* page, you may now indicate whether you expect to fax verifications to the Central Processing Unit within three business days. This information will enable speedier processing.
- Your provider name is now displayed on the *Electronic Application Signature Page*.

We're sure these enhancements will help you to submit applications more easily and accurately, and will facilitate timely eligibility determinations.

Adding New Users

To manage its workers' access to the Virtual Gateway, each provider designates an Access Administrator. This person is authorized to work with Virtual Gateway Operations to add, modify, and deactivate access to the VG system.



If you are a user with questions about your Virtual Gateway access, contact your organization's Access Administrator. For *password resets*, please call the Virtual Gateway Help Desk directly.

If you are the Access Administrator for your organization, and you have any questions or need Virtual Gateway access forms, please contact the Help Desk:

Virtual Gateway Help Desk
800-421-0938 (TTY 617-988-3301)

Coming This Summer



Common Intake will be expanded to include additional EOHHS services. We'll be sure to communicate these changes to you in a future Provider Newsletter.

TTY Access

The Virtual Gateway Help Desk is TTY accessible. Users may contact the Virtual Gateway HD via TTY at 617-988-3301.

Suggestions and Comments

If there is a topic you'd like to see covered in an upcoming newsletter, please let us know:

VirtualGatewayHHS@state.ma.us

